

REPLACEMENT SHEET

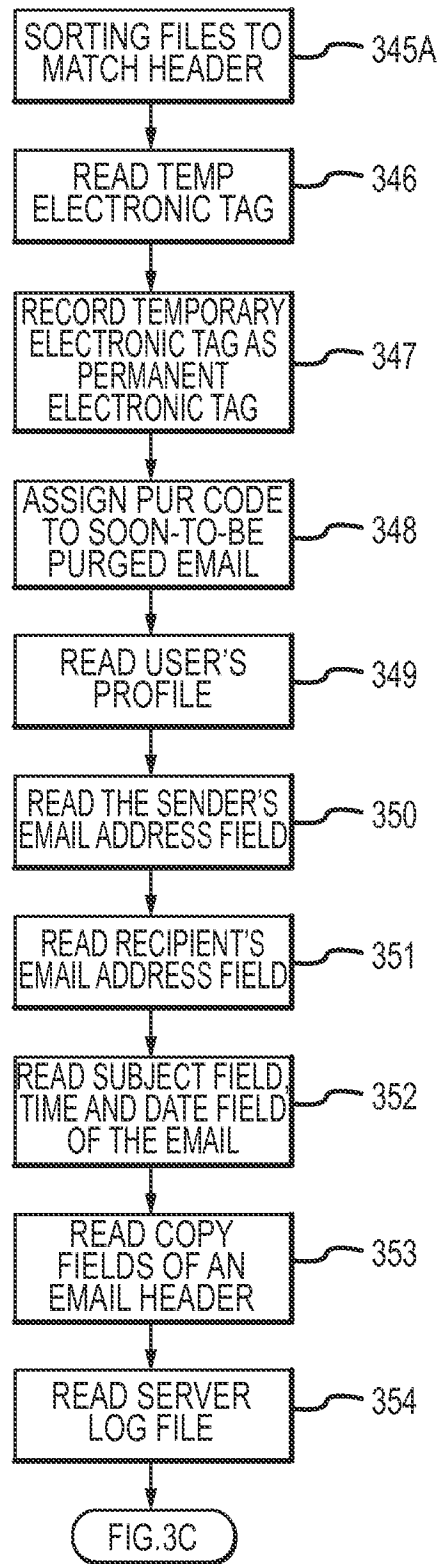


FIG. 3B

REPLACEMENT SHEET

<div>VIEW TAG</div>		<div>EMAIL TAG</div>	
FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP			
REFERENCE CODE: _____			
SOFTWARE USED (AUTO) _____			
SOFTWARE VERSION (AUTO) _____			
OTHER STORAGE MEDIA _____			
WORKSTATION OF ORIGIN (AUTO) _____			
DOCUMENTS ORIGINAL VERSION (AUTO) _____			
PREPARED BY (AUTO) _____			
PASSWORDS AND LOG IN VERIFICATION (AUTO) _____			
TYPE OF DOCUMENTS (DROP DOWN MENU) _____			
(LEGAL, CORRESPONDENCE, PERSONNEL, ACCOUNTING, FINANCE, OTHER)			
CLIENT NAME _____ (DROP DOWN MENU)			
CLIENT # _____ SCAN MATCH THE CLIENT NAME			
PROJECT # _____ SCAN CLIENT NAME AND CLIENT #			
PURPOSE OF DOCUMENT (DROP DOWN BOX) _____			
DATE (AUTO) _____			
TIME (AUTO) _____			
FILL IN BOX FOR TEXT NOTES _____			
DOCUMENT VERSION NUMBER _____			
(AUTO IF YOU USE SAVE AS COMMAND)			
AUTHORITATIVE VERSION YES NO			
CROSS REFERENCED TO: (LIST DOCUMENT CODES IN DROP DOWN MENU, CLICK MENU FOR FURTHER INFORMATION)			
<div>SUPPORT SERVICES</div>			
<div>HOW TO</div>			
<div>PREVIOUS</div>		<div>10/20/98</div>	
<div>NEXT</div>		<div>PRINT</div>	

FIG.8A

REPLACEMENT SHEET

<div>VIEW TAG</div> <div>HELP</div> <div>SUPPORT SERVICES</div> <div>HOW TO</div>		<div>EMAIL TAG</div> <div>FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP</div> <div> <p>REFERENCE CODE: _____</p> <p>WORKSTATION OF ORIGIN (AUTO) _____</p> <p>DOCUMENTS ORIGINAL VERSION (AUTO) _____</p> <p>PREPARED BY (AUTO) _____</p> <p>DIVISION/DEPARTMENT _____</p> <p>NETWORK USER'S EMPLOYMENT NUMBER (AUTO) _____</p> <p>USER PASSWORDS AND LOG IN VERIFICATION (AUTO) _____</p> <p>CLIENT NAME _____ (DROP DOWN MENU)</p> <p>CLIENT# _____ SCAN MATCH THE CLIENT NAME</p> <p>PROJECT# _____ SCAN CLIENT NAME AND CLIENT #</p> <p>PURPOSE OF DOCUMENT (DROP DOWN BOX) _____</p> <p>DATE(AUTO) _____</p> <p>TIME(AUTO) _____</p> <p>DOCUMENT VERSION NUMBER _____</p> <p>(AUTO IF YOU USE SAVE AS COMMAND)</p> <p>AUTHORITATIVE VERSION YES NO</p> <p>CROSS REFERENCED TO: (LIST DOCUMENT CODES IN DROP DOWN MENU, CLICK MENU FOR FURTHER INFORMATION)</p> <p>TYPE OF DOCUMENTS (DROP DOWN MENU) _____</p> <p>(LEGAL, CORRESPONDENCE, PERSONNEL, ACCOUNTING, FINANCE, OTHER)</p> <p>NOTES: _____</p> </div>
<div>PREVIOUS</div> <div>NEXT</div> <div>PRINT</div>		<div>10/20/98</div>

FIG.8B

<div> <div>VIEW TAG</div> <div>HELP</div> <div>SUPPORT SERVICES</div> <div>HOW TO</div> </div>		<div> <div>EMAIL TAG</div> <div>FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP</div> <div> <div>REFERENCE CODE: _____</div> <div>CLIENT NAME _____ (DROP DOWN MENU)</div> <div>CLIENT # _____ SCAN, MATCH THE CLIENT NAME</div> <div>PROJECT# _____ SCAN CLIENT NAME AND CLIENT #</div> <div>PURPOSE OF DOCUMENT (DROP DOWN BOX) _____</div> <div>DATE (AUTO) _____</div> <div>TIME (AUTO) _____</div> <div>SOFTWARE USED (AUTO) _____</div> <div>SOFTWARE VERSION (AUTO) _____</div> <div>WORKSTATION OF ORIGIN (AUTO) _____</div> <div>DOCUMENTS ORIGINAL VERSION (AUTO) _____</div> <div>PREPARED BY(AUTO) _____</div> <div>PASSWORDS AND LOG IN VERIFICATION (AUTO) _____</div> <div>DOCUMENT VERSION NUMBER _____</div> <div>(AUTO IF YOU USE SAVE AS COMMAND)</div> <div>AUTHORITATIVE VERSION YES NO</div> <div>CROSS REFERENCED TO: (LIST DOCUMENT CODES IN DROP DOWN MENU, CLICK MENU FOR FURTHER INFORMATION)</div> <div>TYPE OF DOCUMENTS (DROP DOWN MENU) _____</div> <div>(LEGAL, CORRESPONDENCE, PERSONNEL, ACCOUNTING, FINANCE, OTHER)</div> <div>NOTES: _____</div> </div> </div>
<div> <div>PREVIOUS</div> <div>NEXT</div> <div>PRINT</div> </div>		<div> <div>10/20/98</div> </div>

<div>VIEW TAG</div>		<div>BUSINESS EMAIL</div>	
<div>FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP</div>			
<div>REFERENCE NUMBER: BEM 14722</div>			
<div>POSTED-DATE: MON. 18 MAY 1998 16:17:36 - 0500 (CDT)</div>			
<div>TO: ANDREA JACOBSON <VIRT@VWL.COM></div>			
<div>FROM: JANE DOE <JDOE@VWL.COM></div>			
<div>SUBJECT: NEW CLIENT INFORMATION</div>			
<div>ATTACHMENTS:</div>			
<div>CC:</div>			
<div>BCC:</div>			
<div>ANDREA,</div>		<div>I AM SENDING YOU INFO ON OUR NEW CLIENT. SEE ATTACHED FILE.</div>	
<div></div>			
<div>JANE</div>			
<div>HELP</div>			
<div>SUPPORT SERVICES</div>			
<div>HOW TO</div>			
<div>PREVIOUS</div>		<div>10/20/98</div>	
<div>NEXT</div>		<div>SEND</div>	
<div>PRINT</div>			

<div>VIEW TAG</div>		<div>PERSONAL EMAIL</div>	
<div>FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP</div>			
<div>POSTED-DATE: MON. 18 MAY 1998 16:17:36 - 0500 (CDT)</div>			
<div>TO: JAY DOE<JayDoe@VWI.COM></div>			
<div>FROM: JANE DOE<JDoe@VWI.COM></div>			
<div>SUBJECT: PHONE COVERAGE</div>			
<div>MESSAGE: YOUR PACKAGE IS HERE</div>			
<div>ARE YOU AVAILABLE FOR LUNCH?</div>			
<div>ARE YOU AVAILABLE TO ANSWER MY PHONE?</div>			
<div>VIEW TAG</div>			
<div>HELP</div>			
<div>SUPPORT SERVICES</div>			
<div>HOW TO</div>			
<div>< PREVIOUS</div>		<div>SEND ></div>	
<div>NEXT ></div>		<div>10/20/98</div>	
<div>PRINT ></div>			

		MINUTE MAIL	
FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP			
REFERENCE NUMBER: MMM 14722			
POSTED-DATE: MON. 18 MAY 1998 16:17:36 - 0500 (CDT)			
TO: ANDREA JACOBSON <VIRT@VWI.COM>			
FROM: JANE DOE <JDOE@VWI.COM>			
SUBJECT: NEW CLIENT INFORMATION			
ATTACHMENTS:			
CC:			
BCC:			
<div>ANDREA, MY PIN NUMBER IS 0908 JANE</div>			
VIEW TAG			
HELP			
SUPPORT SERVICES			
HOW TO			
PREVIOUS NEXT PRINT SEND 10/20/98			

FIG.11

FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP	
POSTED-DATE: MON., 18 MAY 1998 16:17:36 - 0500 (CDT)	
TO: PoAdm@vwi.com	
FROM: SYSTEM@VWI.COM	
SUBJECT: PURGE CONFIRMATION REPORT	
<div>PURGE CONFIRMATION REPORT</div> <div><ul style="list-style-type: none">YOUR EMAIL MESSAGE REFERENCE NUMBER MMM14722 HAS BEEN PURGED FROM THE SYSTEM.</div>	
VIEW TAG	
HELP	
SUPPORT SERVICES	
HOW TO	
SEARCH	
<div>PREVIOUS</div> <div>NEXT</div> <div>PRINT</div>	
10/20/98	

FIG.12

<div>INTRAMAIL</div>	
FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP	
VIEW TAG	EMAIL CODE NUMBER: PEM 1000
	POSTED-DATE: MON. 18 MAY 1998 16:17:36 - 0500 (CDT)
	TO: ANDREA JACOBSON <VIRT@VWI.COM>
HELP	FROM: JANE DOE <JDOE@VWI.COM>
SUPPORT SERVICES	SUBJECT: WEEKEND PLANS
HOW TO	ATTACHMENTS:
	CC:
	BCC:
	<div>ANDREA, I'LL SEE YOU FRIDAY NIGHT. MY FLIGHT GETS IN AT 8 P.M. I'LL CALL YOU SOON AS I GET INTO TOWN. JANE</div>
<div>< PREVIOUS NEXT > PRINT > SEND ></div>	

10/20/98

FIG.13

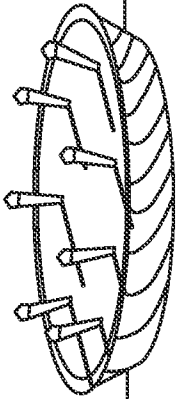
<div>BULLETIN BOARD MAIL</div>	
FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP	
<div>VIEW TAG</div>	<div>POSTED-DATE: MON., 18 MAY 1998 16:17:36 -0500 (CDT)</div>
	<div>TO: BULLET@VWI.COM</div>
	<div>FROM: JDoe <JDoe@VWI.COM></div>
<div>HELP</div>	<div>SUBJECT: RETIREMENT PARTY</div>
<div>SUPPORT SERVICES</div>	<div>ATTACHMENTS:</div>
<div>HOW TO</div>	<div>CC:</div>
<div><div></div><div>TODAY IS JANE DOE'S BIRTHDAY! JOIN US FOR A CAKE BREAK AT 2 P.M. AT JANE'S DESK.</div></div>	
<div>PREVIOUSNEXTPRINT</div>	
10/20/98	

FIG.14

E-PROPOSAL	
FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP	
REFERENCE NUMBER: PRO 14722	
VIEW TAG	POSTED-DATE: MON 18 MAY 1998 16:17:36 -0500 (CDT)
	TO: ANDREA JACOBSON <VIRT@VWVL.COM>
HELP	FROM: JANE DOE <JDOE@VWVL.COM>
SUPPORT SERVICES	SUBJECT: PROPECT PROPOSAL PROCESS & INFORMATION
	ATTACHMENTS: E-PROPOSAL
HOW TO	CC:
	BCC:
<div>ANDREA, ATTACHED IS A COVER LETTER EXPLAINING OUR E-PROPOSAL AND CONTRACT POLICIES, PROCEDURES AND TERMS. PLEASE REVIEW THE ATTACHMENT CAREFULLY AND CONTACT US IF YOU HAVE ANY QUESTIONS OR CONCERNS. WE LOOK FORWARD TO WORKING WITH YOU. Jane Jones ACCOUNT MANAGER</div>	
< PREVIOUS NEXT > PRINT > SEND >	
10/20/98	

FIG.15

<div>E-PROPOSAL CONFIRMATION</div>	
FILE EDIT MESSAGE TRANSFER MAILBOX SETTINGS SPECIAL HELP	
<div>REFERENCE NUMBER: PRO 14722</div>	
<div>POSTED-DATE: MON 18 MAY 1998 16:17:36 -0500 (CDT)</div>	
<div>TO: ANDREA JACOBSON <VIRT@VWIL.COM></div>	
<div>FROM: JANE DOE <IDOE@VWIL.COM></div>	
<div>SUBJECT: PROPECT PROPOSAL PROCESS & INFORMATION</div>	
<div>ATTACHMENTS: E-PROPOSAL</div>	
<div>CC:</div>	
<div>BCC:</div>	
<div>PROPOSAL CONFIRMATION: MAY 18, 1998 16:19:30 - 500 (CDT)</div>	
<div>VIEW TAG</div>	
<div>HELP</div>	
<div>SUPPORT SERVICES</div>	
<div>HOW TO</div>	
<div>< PREVIOUS NEXT > PRINT > SEND ></div>	

FIG.16